

EXCEPTION REPORT #16

KPMG Consulting has received late Billing Completion Messages (BCMs) on orders submitted to Verizon-NJ.

Issue

The New Jersey Carrier-to-Carrier Guidelines (OR-4-04) state that 97% of the BCMs should be received by noon (12:00) the business day after the BCM completion date.¹ KPMG Consulting has received 43 of 1037 BCMs after noon on the following business day. Table 1 contains a sample of the BCMs which were received late. Verizon-NJ is 95% compliant for BCM timeliness, see Table 2 and Chart 1.

Table 1

PON	VER	BCM Completion Date	BCM Received
072121NN0X000013	AA	09/29/00 00:00:00	10/16/00 17:10:22
061021NN0X000003	AA	09/29/00 00:00:00	10/16/00 18:00:11
072111NF0X000021	AA	10/06/00 00:00:00	10/16/00 17:52:00
007011NN0X020007	AA	10/06/00 00:00:00	10/16/00 17:35:35
006011NN0X010004	AA	10/04/00 00:00:00	10/11/00 17:40:20
101021NN0X000001	AB	10/10/00 00:00:00	10/16/00 17:09:20
007011NN0X010016	AA	10/16/00 00:00:00	10/19/00 16:52:09
085021NN0X000005	AA	10/05/00 00:00:00	10/11/00 17:45:45
097031NN0X000003	AB	10/11/00 00:00:00	10/16/00 17:15:26
006011NN0X010015	AA	10/17/00 00:00:00	10/19/00 16:45:12
079011NN0X000014	AB	10/12/00 00:00:00	10/16/00 17:32:58
072101NN0X000019	AA	10/17/00 00:00:00	10/19/00 16:51:14
006041NN0X000002	BA	10/17/00 00:00:00	10/19/00 16:49:42
019041NN1X010001	AA	08/08/00 00:00:00	08/09/00 15:45:13
102031NN0X000013	AA	10/10/00 00:00:00	10/11/00 17:47:21
002011NN0X000006	AA	09/29/00 00:00:00	10/03/00 08:37:08

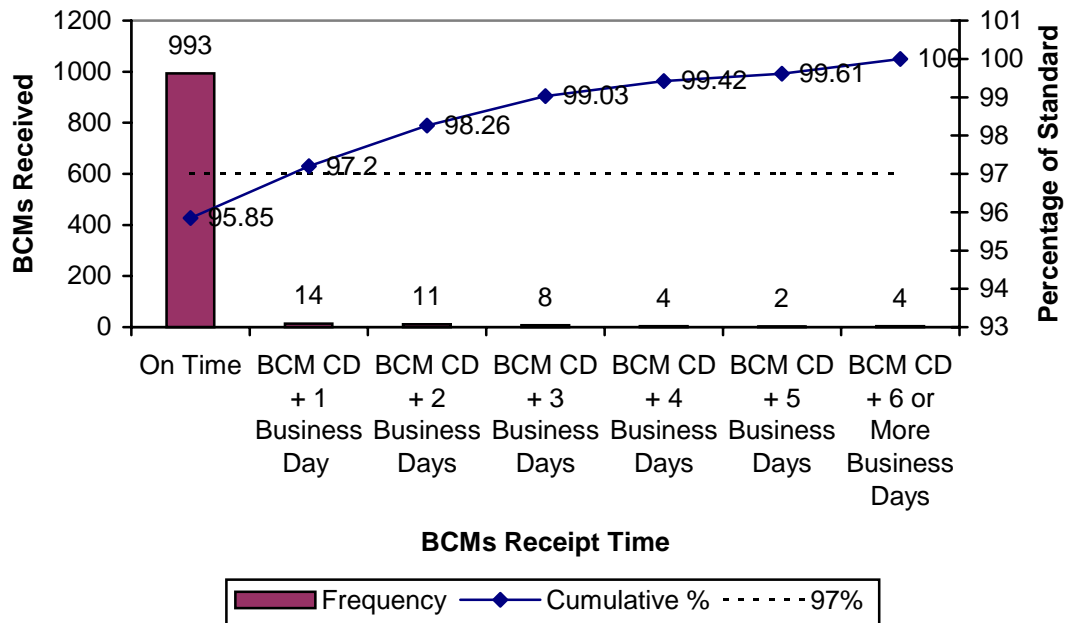
Table 2

BCMs Received	Total Count of BCM Received	Percentage of BCM Received
BCM Received On BCM CD	993	95.85%
BCM CD + 1 day	14	1.35%
BCM CD + 2 days	11	1.06%
BCM CD + 3 days	8	0.77%
BCM CD + 4 days	4	0.39%
BCM CD + 5 days	2	0.19%
BCM CD + 6 or more days	4	0.39%
Total	1037	100.00%

¹ New Jersey Carrier-to-Carrier Guidelines, Performance Standards and Reports, May 2000.

This observation report is for discussion purposes only and is subject to change without notice.

Chart 1



Assessment

Late completion messages may impede a CLEC's ability to recognize when customer accounts have changed and, therefore, may impact customer service.

This observation report is for discussion purposes only and is subject to change without notice.